



Position Title: Immigration Legal Services Business Manager
Department: Programs
FLSA Status: Full-time, Exempt
Location: Lincoln, Nebraska
Reports to: Executive Director
Date Created: May 2024

God has called us to **build up** the **Body of Christ** in southern Nebraska through the spiritual and corporal works of mercy. We are called to **grow** in holiness, **walk** in trust, **serve** with integrity, and **faithfully** proclaim the Gospel.

Position Summary: The Business Manager will oversee the immigration legal services program at CSS. He/She will lead the team as they work with clients to provide immigration legal services through direct representation for immigration benefits before USCIS. He/She will cultivate relationships in the community, administer any grants awarded to CSS, and provide community workshops as needed in collaboration with agency partners.

Essential Functions:

- Support the CSS immigration program staff as they conduct client screenings, intakes, interviews, schedule follow up appointments, and prepare required forms and additional documentation for submission.
- Review and proofread complex evidence and case documents.
- Track, monitor, and log all evidence and documents for client cases into E-immigration.
- Communicate to clients their case status, including biometric appointments, interviews notices and oath ceremonies.
- Coordinate and supervise the caseload of CSS immigration program staff.
- As a member of the team, carry out the daily responsibilities of the program, including meeting with scheduled appointments, handling client walk-ins, answering phones, responding to emails, and returning any messages.
- Administer grants received by contributing and managing spreadsheets associated with various grants awarded to CSS as well as compile and submit program outcomes and reports to funders.
- Work with the team to develop and maintain a process and best practices for client services.
- Supervise assigned volunteers and interns.
- Establish and cultivate relationships with the business community in an effort to provide their employees with immigration legal services.
- Participate in and/or lead community outreach events, including citizenship workshops.
- Stay up to date with immigration laws, regulations, and processes.
- Proactively research new legislation and legal changes in immigration law.
- Represent, communicate, and integrate authentic Catholic social teaching in the provision of social service programming.
- All other duties as assigned.

Preferred Competencies:

- Communication; written and verbal
- Teamwork
- Problem Solving
- Ethical
- Safety and Security
- Desire to perform the Works of Mercy for immigrants and to work with employers.
- Excellent organizational skills and detail-orientation, with the ability to effectively multi-task in the immigration legal services program.
- Ability to work on daily tasks independently, proactively, and with minimal supervision.

Qualifications:

A Bachelor's degree is preferred. The employee must also be knowledgeable about the Catholic Church and support its moral and religious teachings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 15 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate. Some travel serving clients across the Lincoln Diocese is expected.